

KIRSTEN GORD

EXPERIENCE DESIGNER

WORK

● Experience Designer, Inviqa (London – Hybrid)

OCTOBER 2021 – PRESENT

- Lead Designer – Avanti West Coast Retainer Account
- Community of Practice Lead

Experience in successfully delivering projects across a range of industries. Skilled in workshop facilitation, stakeholder management, research, information architecture, wireframes, prototyping, UI design.

● Product Designer, Talent Hatched (Texas – Remote)

MAY 2021 – JAN 2022

Conducted user research through interviews and surveys. Designed Applicant account prototype for Q2 pitch to stakeholders. Helped with rebrand and designed new logo. Designed Admin account and prototype.

● Web Designer/Developer, KG Design (Freelance)

OCT 2020 – PRESENT

Website redesign, logo design

● Lionbridge – Artificial Intelligence Internet Safety Evaluator (Remote)

JULY 2019 – MAY 2021

Generating data for YouTube's machine learning program to improve internet safety

CONTACT INFO

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● Sheffield, UK

● <https://www.kirstengord.com>

EDUCATION

● Accessibility:

How to Design for All

Interaction Design Foundation
2022

● Google UX Design

Coursera
2021
Courses 1-5

● BA, Anthropology

University of North Texas
2006-2009

- Cultural studies
- Ethnographic research
- Holistic thinking

SKILLS

● Research and analysis

● Workshop design and facilitation

● Information Architecture

● Figma

● Wireframes | Prototypes

● HTML | CSS | Javascript

KIRSTEN GORD

EXPERIENCE DESIGNER

WORK (CONTINUED)

- **Branch Office Administrator,
Edward Jones Investments (Abilene, TX)**

OCTOBER 2015 - NOVEMBER 2018

Helped to redesign the entire experience of our clients from opening their first account to working with their beneficiaries to transfer their assets.

- **Owner and Operator,
The London Express Food Truck (Abilene, TX)**

FEBRUARY 2016 - NOVEMBER 2018

Created a food truck business from the ground up including repainting and refitting an old delivery truck. This was a massive service design project where we mapped out and delivered the customer experience from discovery on social media through to ordering, picking up, and enjoying food served in customised food packaging. It was a highly successful business which, after two years, we were able to sell for a profit.

Check out our Facebook page at facebook.com/londonexpresstx

- **Domestic Engineer,
Gord, Inc.**

AUGUST 2012 - PRESENT

Responsible for the lives of two very demanding clients. Required to take on multiple positions within the company including, but not limited to, the following: Teacher, Chef, Event Planner, Housekeeper, Accountant, Chauffeur, Counselor. Required to multitask on very little sleep while also participating in other paid work.

Benefits:

Although this doesn't sound like an attractive package this role has allowed me to witness the amazing growth and development of my clients whilst gaining free hugs for life (if I play my cards right).

I am the proud mum to two wonderful daughters.